

Service Resolution

Last Modified on 01/18/2023 5:25 pm EST

Service Resolution

SedonaSecurity

Service Resolution Code	Description	Billable	Inactive
Clock Out	Ticket was clocked-out	N	N
3 Repair	Repair Equipment	Y	N
1 Add	Add Equipment	Y	N
4 Replace	Replace Equipment	Y	N
2 Clean	Clean Equipment	Y	N
Void	Void	N	N
No Show	No Show	Y	N
Insp Comp.	Inspection Completed	Y	N
Insp Decl.-Billable	Inspection Declined-Billable	Y	N
Cust Cancel	Customer Cancelled prior to Appt Date	N	N
Go Back	Go Back Required	N	N
Insp In Progress	Insp In Progress	Y	N
Code Changes-B	Code Changes Completed-Billable	Y	N
Site Survey	Site Survey Complete	Y	N
Warranty	Warranty	N	N
Sys Restore	Sys Restore in Central Station	N	N
Code Changes-NC	Code Changes-No Charge	N	N
Insp Complete - Prospect	Insp Complete - Prospect	Y	N
Completed	Completed	Y	N
tech upsell	tech upsell	Y	N
Equipment Shipped	Equipment Shipped	Y	N
Resolution - Override Bil	Resolution - Override Service Level - Billable	Y	N
Resolution - Override NBi	Resolution - Override Non-Billable	N	N
Internal IT Assistance	Internal IT Assistance	N	N